



## Product Support Notice

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Name of problem Exports to Rich Text Format do not work

Products affected

Basic Call Management System Reporting Desktop

Crystal report 8.5

### Problem description

Exports to RTF format do not work in R2.4 but do not introduce performance issues or cause the client or server to hang. The export simply is not performed. The system is readily available to execute other selections. No functionality issues.

### Resolution

Exports to RTF format don't work in R2.4 but do not introduce performance issues or cause the client or server to hang. The export simply isn't performed. The system is readily available to execute other selections. No functionality issues with the exception that the failed export disables the ability to modify the Report Properties. The report must be closed and reopened or another export must be performed to a different export format..

### Remarks

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

Avaya Support Contact	Telephone
U.S. Remote Technical Services - Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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